



CITY OF KIRKLAND
Department of Parks & Community Services
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MEMORANDUM

To: David Ramsay, City Manager

From: Rob Jammerman, Development Engineering Manager
Tom Phillips, Building Services Manager
Nancy Cox, Development Review Manager

Date: November 20, 2007

Subject: Kirkland Single-Family Building Permit Process Assessment

RECOMMENDATION:

Kurt Latimore, with the Latimore Company, has been asked to give a brief presentation to the City Council about his assessment of the Kirkland Single-Family Building Permit Process.

BACKGROUND DISCUSSION:

The Latimore Company was hired in June of this year to conduct an assessment of the Single-Family Building Permit review and inspection process. The purpose of the assessment was threefold:

- 1) The City's Development Services group is continually reviewing, checking, and measuring our permitting process to see if it can be improved. Although Development Services has made many improvements to the permitting process, there was a desire to have an outside consultant, who specializes in permit process assessments, also take a look at our process to see if further improvements could be made.
- 2) The City's permit tracking software, *Advantage*, will be replaced in a few years and a process assessment needs to be done before a new permit tracking software is chosen.
- 3) If the City moves forward with annexation, permit volumes will increase 60-70 percent. With this known increase, we need to be sure that our permit process is functioning as efficiently as possible.

In 2008, Development Services is anticipating that we will move ahead with additional phases of this study, which will focus on Land Use, Commercial, and Multifamily Permit processing.